

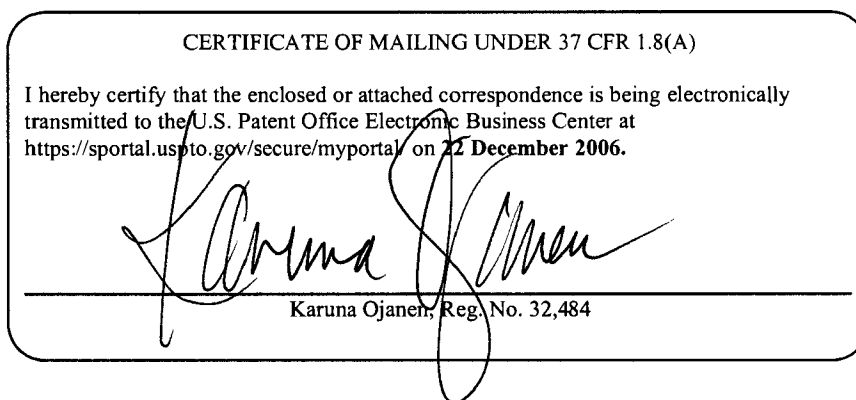
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Katayoun Atefi et al. : Date: 22 December 2006  
Group Art Unit: 3623 : IBM Corporation  
Examiner: Johnna Ronee Loftis : Intellectual Property Law  
Serial No.: 09/822,592 : Dept. IQ0A/040-3  
Filed: 30 March 2001 : 1701 North Street  
Confirmation No.: 1255 : Endicott, NY 13760

Title: METHOD AND SYSTEM FOR ASSESSING INFORMATION TECHNOLOGY  
SERVICE DELIVERY

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:



**AMENDMENT UNDER 37 CFR 1.114  
ACCOMPANYING REQUEST FOR CONTINUED EXAMINATION**

INTRODUCTORY COMMENTS

In response to the Examiner's Action mailed 25 September 2006 in which the claims were finally rejected having a shortened statutory period set to expire on 25 December 2006, Applicants file herein a Request for Continued Examination with this amendment as the required submission under 37 CFR 1.114.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks are included on pages 13 through 16 of this paper.

AMENDMENTS TO THE CLAIMS